


DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



1st Quarter FY13 Customer Survey Results Executive Board

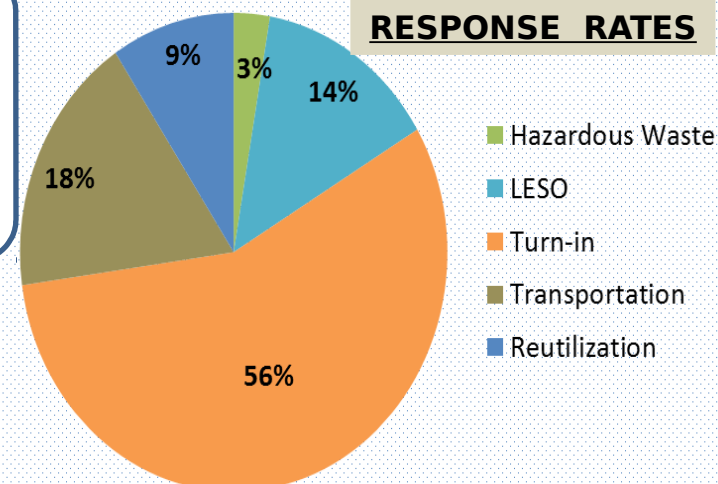
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Jan 2013



1st Quarter ICE Survey High Level Summary

Business Area	Possible Respondents	Responses
Hazardous Waste Disposal	228	38
Transportation	894	191
Turn-in	8,295	785
Law Enforcement Support Office (LESO)	4,310	249
Reutilization	884	130
TOTALS:	14,611	1,393

Overall Response Rate
1st Qtr = 10%



FY13 AOP (Annual Operating Plan)

Response Rate Goal is 16%

● 100%-90%
 ● 89%-70%
 ● 69%-0%

Business Area	1 st Qtr % Satisfied	2 nd Qtr % Satisfied	3 rd Qtr % Satisfied	4 th Qtr % Satisfied	R/Y/G
Hazardous Waste Disposal	85%				●
Transportation	87%				●
Turn-in	93%				●
Law Enforcement Support Office (LESO)	90%				●

Overall Satisfaction Rate

● 1st Qtr 90%

FY13 AOP Goal is 90%



Standard RBI Questions

1st Qtr Results

<div>100-90%</div> <div>89%-70%</div> <div>69%-0%</div>			HW DISP (38)	TRANS (191)	TURN-IN (785)	LESO (249)	REUT (130)
Question			1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey
RBI1. How would you rate our communicating info about our new systems			<div><div></div>60%/***(15 of 25)</div>	<div><div></div>66%/***(84 of 128)</div>	<div><div></div>72%/***(453 of 628)</div>	<div><div></div>52%/***(101 of 195)</div>	<div><div></div>60%/***(61 of 102)</div>
--Very good			(4) 16%/***	(30) 23%/***	(189) 30%/***	(41) 21%/***	(23) 23%/***
--Good			(11) 44%/***	(54) 42%/***	(264) 42%/***	(60) 31%/***	(38) 37%/***
--Fair			(7) 28%/***	(27) 21%/***	(105) 17%/***	(52) 27%/***	(24) 24%/***
--Poor			(3) 12%/***	(9) 7%/***	(40) 6%/***	(23) 12%/***	(9) 9%/***
--Very poor			<div><div></div>0%/***(0)</div>	<div><div></div>6%/***(8)</div>	<div><div></div>5%/***(30)</div>	<div><div></div>10%/***(19)</div>	<div><div></div>8%/***(8)</div>
RBI2. How would you rate your experience in gaining access to the r ns			<div><div></div>53%/***(8 of 15)</div>	<div><div></div>55%/***(61 of 110)</div>	<div><div></div>63%/***(337 of 537)</div>	<div><div></div>27%/***(46 of 171)</div>	<div><div></div>33%/***(33 of 98)</div>
--Very good			(2) 13%/***	(15) 14%/***	(118) 22%/***	(12) 7%/***	(11) 11%/***
--Good			(6) 40%/***	(46) 42%/***	(219) 41%/***	(34) 20%/***	(22) 22%/***
Not factored into calculation							



Standard RBI Questions (cont.)

1st Qtr Results

100-90%	89%-70%	69%-0%	HW DISP (38)	TRANS (191)	TURN-IN (785)	LESO (249)	REUT (130)
Question			1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey
RBI3. How would you rate your experience in using the new RTD WEB			7%/***(4 of 7)	9%/***(49 of 83)	8%/***(332 of 485)	2%/***(49 of 151)	37%/***(34 of 92)
--Very good	=100%	Not factored into calculations	(1) 14%/***	(10) 12%/***	(117) 24%/***	(14) 9%/***	(10) 11%/***
--Good			(3) 43%/***	(39) 47%/***	(215) 44%/***	(35) 23%/***	(24) 26%/***
--Fair			(3) 43%/***	(25) 30%/***	(98) 20%/***	(38) 25%/***	(29) 32%/***
--Poor		=100%	(0) 0%/***	7%/***	7% 6%/***	(30) 20%/***	(14) 15%/***
--Very poor			(0) 0%/***	(3) 4%/***	(28) 6%/***	(34) 23%/***	(15) 16%/***
--Have not used it yet			31%/***	33%/***	26%/***	29%/***	18%/***
RBI4. How would you rate your experience in using ETID			46%/***(6 of 13)	70%/***(68 of 98)	74%/***(367 of 496)	40%/***(11 of 28)	53%/***(24 of 45)
--Very good		Not factored into calculations	(2) 15%/***	(27) 28%/***	(149) 30%/***	(3) 11%/***	(10) 22%/***



Standard RBI Questions (cont.)

1st Qtr Results

			HW DISP (38)	TRANS (191)	TURN-IN (785)	LESO (249)	REUT (130)
Question			1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey
RBI5. How would you rate your experience using EDOCS for retrieving your DD1348-1s			75%/***(3 of 4)	67%/***(56 of 84)	75%/***(310 of 414)	52%/***(12 of 23)	62%/***(23 of 37)
--Very good	=100%	Not factored into calculations	(0) 0%/***	(12) 14%/***	(120) 29%/***	(3) 13%/***	(10) 27%/***
--Good			(3) 75%/***	(44) 52%/***	(190) 46%/***	(9) 39%/***	(13) 35%/***
--Fair			(1) 23%/***	(20) 24%/***	(60) 14%/***	(4) 17%/***	(10) 27%/***
--Poor			(0) 0%/***	(2) 2%/***	(36) 6%/***	(1) 4%/***	(2) 8%/***
--Very poor			(0) 0%/***	(6) 7%/***	(18) 4%/***	(6) 26%/***	(1) 3%/***
--Have not used it yet			83%/***	36%/***	35%/***	87%/***	58%/***
RBI6. How would you rate your experience in using the new Scheduler system to schedule trucks			0%/***(0 of 2)	67%/***(67 of 100)	68%/***(261 of 380)	70%/***(7 of 10)	58%/***(14 of 24)
--Very good	=100%	Not factored into calculations	(0) 0%/***	(29) 20%/***	(108) 28%/***	(1) 10%/***	(5) 21%/***



Standard RBI Questions (cont.)

1st Qtr Results

100-90%

89%-70%

69%-0%

	HW DISP (38)	TRANS (191)	TURN-IN (785)	LESO (294)	REUT (130)
Question	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey
RBI7. How has the overall svc from your local site been since deployment of RBI	79%/*** (15 of 19)	85%/*** (100 of 118)	86%/*** (461 of 540)	70%/*** (82 of 118)	73%/*** (50 of 69)
--Better than before	(1) 5%/***	(29) 25%/***	(187) 35%/***	(22) 19%/***	(11) 16%/***
--Same as before	(14) 74%/***	(71) 60%/***	(274) 51%/***	(60) 51%/***	(39) 57%/***
--A little worse	(0) 0%/***	(10) 8%/***	(39) 7%/***	(14) 12%/***	(9) 13%/***
--Much worse	(2) 11%/***	(8) 7%/***	(33) 6%/***	(18) 15%/***	(5) 7%/***
--Worse but getting better	(2) 11%/***	(0) 0%/***	(7) 1%/***	(4) 3%/***	(5) 7%/***



Standard ICE Questions

1st Qtr Results

● 5.00-4.00

● 3.99-2.75

● 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

100-90%

89%-70%

69%-0%

**HW Disp
(38)**

**TRANS
(191)**

**TURN-IN
(785)**

**LESO
(249)**

**REUT
(130)**

Question

**1st/3rd Qtr
Survey**

**1st/3rd Qtr
Survey**

**1st/3rd Qtr
Survey**

**1st/3rd
Qtr
Survey**

**1st/3rd Qtr
Survey**

Facility Appearance

3.97/****

4.08/****

4.1/****

4.1/****

3.98/****

Employee
Staff/Attitude

4.1/****

4.14/****

4.2/****

4.3/****

4.13/****

Timeliness of Service

3.8/****

3.97/****

4.7/****

4.1/****

3.94/****

Hours of Service

3.97/****

4.05/****

4.06/****

4.04/****

3.96/****

Did the product or
service meet your
needs?

82%/****

93%/****

95%/****

93%/****

83%/****

Overall Satisfied

85%/****

87%/****

93%/****

90%/****

84%/****























PROXIMITY ANALYSIS

NEW**!!**

100-90%

89%-70%

69%-0%

	HW DISP	TRANS	TURN-IN	LESO	REUT
G3. Is there a DS site w/in 15 miles of you	32%/***	49%/***	69%/***	10%/***	62%/***
Said “YES” to a site being within 15 miles	 1 st /3 rd Qtr	 1 st /3 rd Qtr	 1 st /3 rd Qtr	 1 st /3 rd Qtr	 1 st /3 rd Qtr
G10. How easy is it to do business with DLA Disp Svcs	66%/*** (6 of 9)	62%/*** (39 of 63)	78%/*** (363 of 464)	63%/*** (12 of 19)	54%/*** (31 of 57)
--Very easy	(3) 33%/***	(24) 38%/***	(211) 45%/***	(7) 37%/***	(19) 33%/***
--Somewhat Easy	 (3) 33%/***	 (15) 24%/***	 (152) 33%/***	 (5) 26%/***	 (12) 21%/***
--Neutral	(1) 11%/***	(18) 28%/***	(63) 14%/***	(4) 21%/***	(15) 26%/***
--Not easy at all	 (2) 22%/***	 (6) 10%/***	 (8) 8%/***	 (3) 16%/***	 (11) 19%/***
Were you satisfied with your experience?	80%/*** (8 of 10)	86%/*** (43 of 50)	93%/*** (402 of 432)	93%/*** (14 of 15)	84%/*** (36 of 43)
Said “NO” to a site being within 15 miles					
G10. How easy is it to do business with	 79%/*** (15 of 19)	 53%/*** (33 of 62)	 78%/*** (153 of 196)	 54%/*** (80 of 148)	 57%/*** (32 of 56)



Standard DLA Disp Svc Questions

1st Qtr Results

100-90%

89%-70%

69%-0%

**HW
DISP
(38)**
**TRANS
(191)**
**TURN-IN
(785)**
**LESO
(249)**
**REUT
(130)**

Question

**1st/3rd
Qtr
Survey**
**1st/3rd
Qtr
Survey**
**1st/3rd Qtr
Survey**
**1st/3rd
Qtr
Survey**
**1st/3rd
Qtr
Survey**

G5. Which DLA Disposition Services personnel are you rating today

--HQ Battle Creek

4%/***

12%/***

3%/***

21%/***

18%/**
*

--Field location

67%/***

57%/***

85%/***

44%/***

44%/**
*

--Both

30%/***

31%/***

11%/***

35%/***

38%/**
*

G6. Information on website helpful

72%/

83%/***
88%/***
70%/

61%/

G7. Responsive to messages left

73%/

64%/***
73%/***
61%/

70%/

--Within 4 hours

23%/***

23%/***

27%/***

21%/***

25%/**
*

--Within 1 day

50%/***

41%/***

46%/***

40%/***

45%/**
*



Standard DLA Disp Svc Questions (cont.)

1st Qtr Results

100-90%**89%-70%****69%-0%****HW DISP
(38)****TRANS
(191)****TURN-IN
(785)****LESO
(249)****REUT
(130)**

Question

**1st/3rd Qtr
Survey****1st/3rd
Qtr
Survey****1st/3rd
Qtr
Survey****1st/3rd
Qtr
Survey****1st/3rd
Qtr
Survey****G8. Consistency when stating
Disposition Services Procedures****84%/*****
82%/**
80%/**
80%/**
86%/*
***G8a. Who was the inconsistency
between**

--Employees at two field sites

20%/***

27%/***

7%/***

15%/***

7%/***

--Two or more employees at one site

20%/***

41%/***

44%/***

10%/***

13%/***

--HQ personnel and field site

40%/***

9%/***

10%/***

25%/***

47%/***

--Other

0%/***

9%/***

17%/***

30%/***

20%/***

--All of the above

20%/***

14%/***

22%/***

20%/***

13%/***

**G9. Competency in resolving
problems****70%/*****
0%/**
70%/**
0%/**
0%/*
*

--Very Good

26%/***

26%/***

36%/***

26%/***

26%/***

--Good

44%/***

42%/***

43%/***

37%/***

43%/***

--Fair

22%/***

20%/***

15%/***

19%/***

19%/***

--Poor

0%/***

9%/***

5%/***

10%/***

7%/***

--Very Poor

7%/***

3%/***

2%/***

7%/***

5%/***


















Standard DLA Disp Svc Questions (cont.)

1st Qtr Results

100-90%

89%-70%

69%-0%

	HW DISP (38)	TRANS (191)	TURN- IN (785)	LESO (249)	REUT (130)
Question	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey	1 st /3 rd Qtr Survey
G10. How easy is it to do business with DLA Disp Svcs	72%/**  *	58%/**  *	78%/**  *	53%/**  *	59%/**  *
--Very easy	31%/***	34%/***	44%/***	26%/***	34%/***
--Somewhat easy	41%/***	24%/***	34%/***	27%/***	25%/***
--Neutral	10%/***	32%/***	13%/***	28%/***	21%/***
--Not easy at all	17%/***	10%/***	9%/***	18%/***	20%/***
G11. Does DLA Disp Svcs make you feel valued as a customer	75%/**  *	81%/**  *	87%/**  *	78%/**  *	85%/**  *
G12. If you answered a previous survey, were your concerns fully addressed	100%/*  **	79%/**  *	88%/**  *	80%/**  *	91%/**  *



Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
HW1. In the past six months, has your activity recycled or disposed of ALL of your HM/HW through DLA Disp Svcs (33)	67%			
HW1a. What was the reason for not using us (12)				
--Cost (8)	67%			
--Convenience(0)	0%			
--Timeliness(1)	8%			
--Other (please explain in the comments section at end of survey) (3)	25%			
HW2. In the last six months, have you retrieved hazardous waste information from the Disposition Services web based reporting system (27)	19%			
HW2a. If you answered yes, how would you rate your experience in retrieving this information (6)	67%			12



Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Surv ey	2 nd Qtr Surv ey	3 rd Qtr Surv ey	4 th Qtr Surv ey
HW3. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste disposal contract (28)	89%			
HW4. Were questions pertaining to HW disposal services resolved to your satisfaction (26)	88%			
--All of the time (12)	46%			
--Most of the time (11)	42%			
--Some of the time (3)	12%			
--Never (0)	0%			



Transportation Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
TR1: On average, how long is it from when you submit your transportation request to when you receive notification of your pick up date (116)	37%			
--0-5 days (43)	37%			
--6-10 days (35)	30%			
--11-15 days (18)	16%			
--More than 15 days (20)	17%			
TR2: Does the average time from submitting a transportation request to truck arrival meet your requirements (104)	79%			
TR3: Did you receive your CBL 24-48 hours prior to the truck arriving for pick up (107)	87%			
TR4: If you experienced an issue with shipping, was it corrected by the Transportation Scheduling office to your satisfaction (54)	87%			



Turn-In Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
TI1: Does the avg time from requesting an appointment for turn-in at your Disp Svcs site to the actual turn-in date meet your requirements (645)	83%			
TI2: Have you turned in property at a Disp Svcs site and been sent back or called back later to come get the property due to problems (637)	21%			
TI2a: What was the reason given (115)				
--Improper or lack of paperwork (56)	49%			
--Truck was considered unsafe to unload (3)	3%			
--Radiation was detected (4)	3%			
--Hours of operation issues (5)	4%			



Transportation/Turn-In Combined Questions

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey Trans/ Turn-in	2 nd Qtr Surve y Trans/ Turn- in	3 rd Qtr Surve y Trans/ Turn- in	4 th Qtr Surve y Trans/ Turn- in
T&T1: If using the Electronic Turn-In Document (ETID) system did you find it valuable (76 Trans/409 Turn-in = 485) 444 Y	95%/9 1% 92%			
T&T2: If you've been using ETID, have you been receiving your ETID approvals in time to meet your internal requirements (80 Trans/401 Turn-in = 481) 421 Y	80%/8 9% 88%			
T&T3: If you agreed to have Receipt in Place (RIP) property, did 69%-0% the 89%-70% u 100%-90%r property removal from your location (53 Trans/191 Turn-in = 244) 218 Y	83%/9 1% 89%	← "Yes" is bad		
T&T3a: If no to the previous question, was the amount of additional time you kept property > 20 days (21 Trans/63 Turn-in = 84) 62Y	76%/7 3% 74%			



Transportation/Turn-In Combined Questions

100%-90%

89%-70%

69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey Trans/ Turn-in	2 nd Qtr Survey Trans/ Turn-in	3 rd Qtr Survey Trans/ Turn-in	4 th Qtr Survey Trans/ Turn-in
T&T5: How important is it to be able to retrieve your EDOCs copies of the DD1348-1A vs using the unsigned one as your official record (84 Trans/420 Turn-in = 504)	84%/81% 82%			
--Very important (54 Trans/258 Turn-in = 312)	64%/61%			
--Somewhat important (17 Trans/82 Turn-in = 99) 312+99 = 411 411/504=82%	20%/20%			
--Neutral (7 Trans/60 Turn-in = 67)	8%/14%			
--Not that important (5 Trans/17 Turn-in = 22)	6%/4%			
--Don't care at all (1 Trans/3 Turn-in = 4)	1%/1%			
T&T6: If you required assistance from Disp Svcs on	85%/8			



LESO Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
L1: Did you find it easy to enroll as a participant in the Law Enforcement Support Office (LESO - also known as the 1033) program (203)	65%			
L2: Do you find it easy to search for property on the RTD website (180)	57%			
L3: Does the LESO website provide you with adequate information and tools for your 1033 program (176)	60%			
L4: What can LESO do better to increase your agency's capabilities and readiness (169)				
--More photos (40)	24%			
--Better property descriptions (8)	5%			
--All of the above (92)	54%			



Reutilization Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
R1: Do you find it easy to screen and requisition property on our website (96)	55%			
R2: Were you able to obtain the property you required (89)	66%			
R3: If you required assistance during the screening/requisition process, did you get the help you needed (61)	74%			
--All of the time (25)	41%			
--Most of the time (20)	33%			
--Some of the time (12)	20%			
--Never (4)	7%			
R4: Was the property delivered by the Required Delivery Date (RDD)(57)	82%			
R4a: If "no" to the previous question, was	45%			



Reutilization Customers

100%-90% 89%-70% 69%-0%

% of Customers
who answered Yes

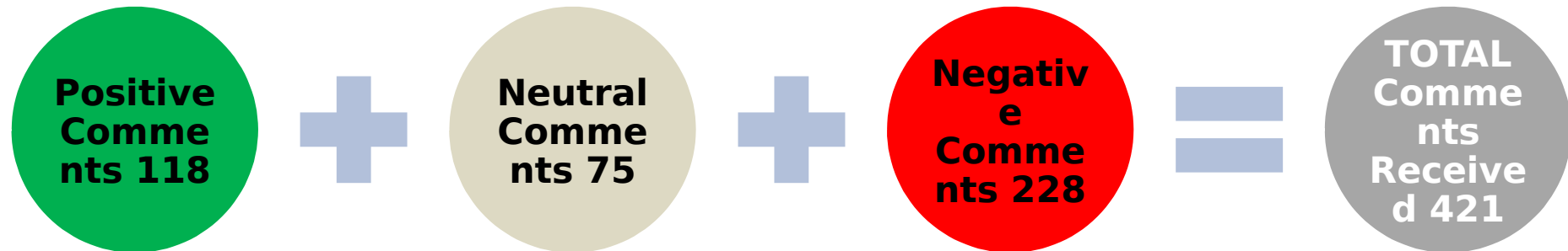
x) Represents number of respondents for that question

Question	1 st Qtr Surv ey	2 nd Qtr Surv ey	3 rd Qtr Surv ey	4 th Qtr Surv ey
R5: What can we do better to increase your agency's capabilities and readiness (78)				
--More Photos (14)	18%			
--Better property descriptions (9)	12%			
--All of the above (33)	42%			
--Nothing more (7)	9%			
--Other, please explain in the comments section (15)	19%			



OVERALL COMMENT SYNOPSIS

54% of comments were *negative*
46% *positive* or *neutral*



- 135 Compliments of employees and sites/staffs
- 98 CRM tickets generated as a result of 1st Qtr survey comments (compared to 36 in 4th Qtr FY12)

**94% answered
within DLA tolerance
goals!!**



RBI COMMENT SYNOPSIS

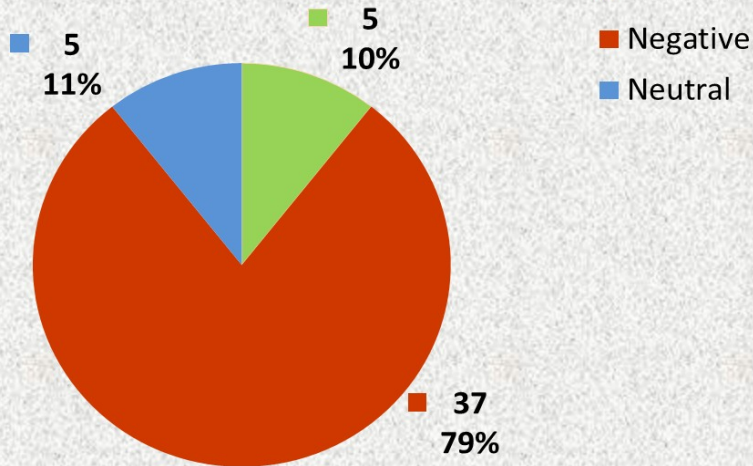
- Numerous statements about how we should not have launched the new system – it wasn't ready.
- Biggest complaint: Access issues and time associated with 'just getting in'.
- Need more and/or better training on new systems.
- New system much less user-friendly than old.
- New software great disappointment – increases workload on DLA Disp Svcs staff and base personnel.

Although many complaints about RBI - a lot were coupled with compliments of staff and an understanding that it was beyond our control.

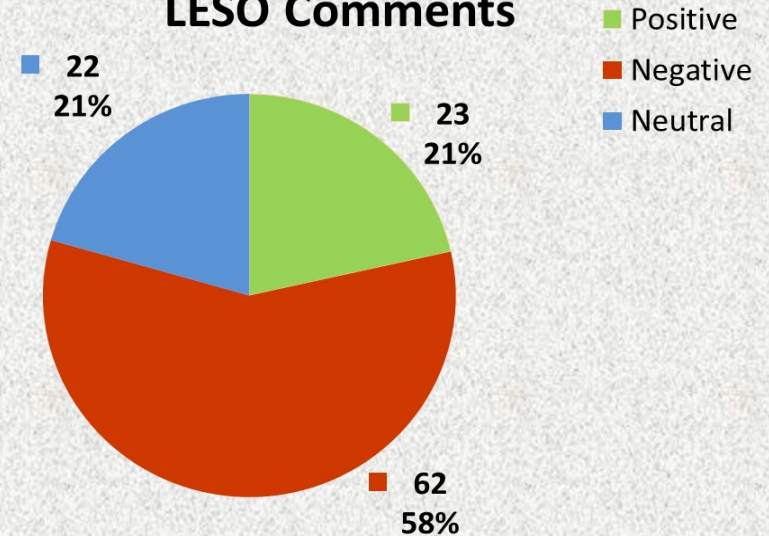


CUSTOMER COMMENTS SUMMARY

Reutilization Comments



LESO Comments



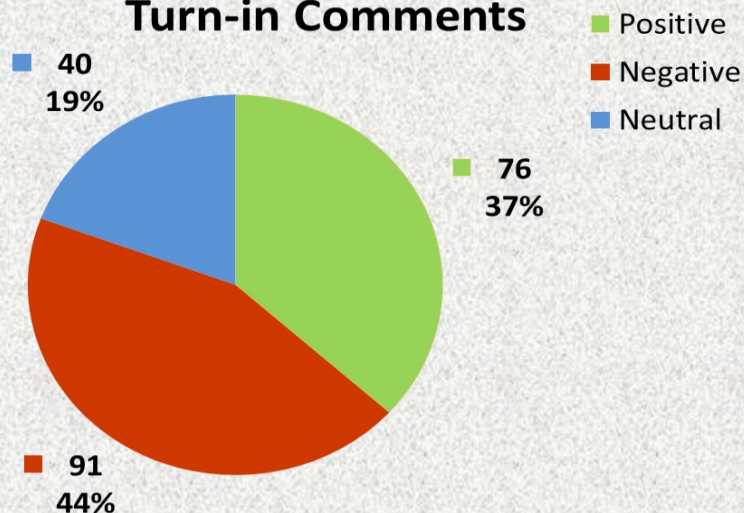
Sample Reutilization and LESO Topics:

- Requisition process confusing:
 - System messages are unclear about whether they are getting the item or not
 - Rejected with no explanation as to why
- Unable to fix/change something if rejected - have to start over from scratch.
- Even less information (descriptions/photos) about property than before ... cannot make an informed decision so just not ordering.

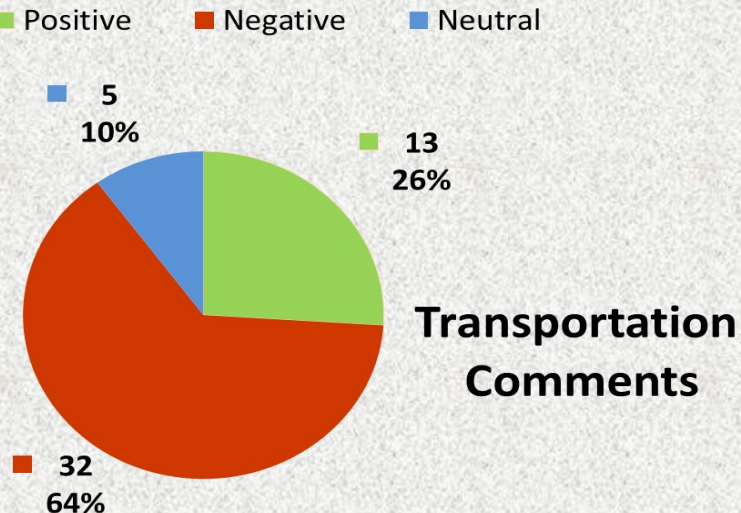


CUSTOMER COMMENTS SUMMARY

Turn-in Comments



Transportation Comments



Sample Turn-in and Transportation Topics:

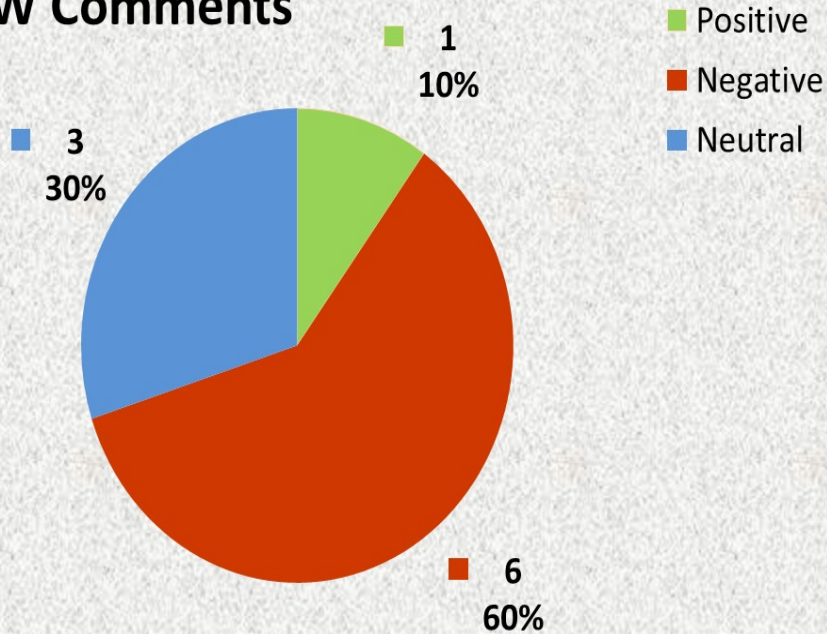
- Holding on to property too long/waiting for weeks or longer for appointments.
- Process for turn-in at sites ... waiting in line (even with appointment time); trouble getting help. Sites understaffed and too busy – property backed up
- Hit and miss comments on staff – some terribly unprofessional and others (often at same location) bent over backwards to help.
- Still waiting for EDOCs copies ... waiting too long for ETID approvals
- More customer training is needed – ETID, paperwork requirements, etc.



CUSTOMER COMMENTS SUMMARY

1st Quarter FY13 (cont.)

HW Comments



Sample Topics:

- Customers explaining that they handle their own Hazardous via various avenues.
- Hard time tracking HW shipment costs and difficulty reconciling funds.
- Hill RBI implementation a disaster and put the base at greater compliance risk.
- Local issue resolution okay, but Mod having to be worked through BC taking months ... complicated.
- Problems getting new HW DODAAC# ... over 5 wks and still waiting.



Outstanding Personnel

Employees complimented by name in survey comments:

EAST

- Edith Butler Bragg
- Joe Williams Bragg
- Leroy Goal Bragg
- Natalie Morris Bragg
- Roosevelt Tennison Bragg
- Sharon Burke Lejeune
- Jessica Perez Cherry Point
- Darrell (Bubba) Baker Eglin
- Richard Castille Eglin
- William Diamond Eglin
- Rebekkah Fagnano Eglin
- Barbara Johnson Eglin
- William Minor Eglin
- Vincent Ramirez Eglin
- Hillard Smith III Eglin
- Kenneth White Eglin
- Alisa Chase Jacksonville
- Christina Hood Letterkenny
- Bob Vanhorn Letterkenny
- Ronald Heisey Mechanicsburg
- David Stokes Mechanicsburg

MID AMERICA

- Pat Rafanowicz **(Twice)** Campbell
- Justin Funk Columbus
- Todd Miller Ellsworth
- Chris Rice **(Twice)** Hood
- Vernon Campbell Offutt
- Ezell Hardiman OK City
- Harold Stallworth OK City
- John Simmons Polk
- Tommy Anderson **(Twice)** Riley
- Jeffery Chlupsa Riley

MID AMERICA con'd

- Anastasia Stive Riley
- John Walsh Riley
- Ellen Swensen Selfridge
- Aggie Polite Stewart
- Berry Leander Stewart
- Loren Ringo Wright Patterson

WEST

- Teresa Evans Hill
- Timothy Anderson Lewis
- Mark Bougeois Lewis
- Thomas Owens Lewis
- Don Quackenbush Lewis
- Margaret Jones Nellis
- Ed Cubarrubias San Diego
- David Williams San Joaquin
- Chad Barberis **(Twice)** San Joaquin
- Steen Crawford **(Twice)** San Joaquin

EUROPE/AFRICA

- Joe Beyer Rota
- Reynaldo ? Rota

PACIFIC

- Quejado Edel Sagami

HQ

- Carol Fix **(Twice)** RTD
- Peter Beronja RTD



Outstanding Sites

Sites complimented by name in survey comments:

EAST

- Eglin (**4 Times**)
- Groton
- Jackson (**4 Times**)
- Jacksonville (**4 Times**)
- Meade (**Twice**)
- Mechanicsburg
- Norfolk
- Portsmouth/Pease
- Richmond

MID AMERICA

- Columbus (**6 Times**)
- Hood
- Knox (**4 Times**)
- Minot
- Offutt
- OK City (**Twice**)
- Red River
- San Antonio
- Stewart (**2 Times**)
- Warner Robins (**2 Times**)
- Wright Patterson (**2Times**)

WEST

- Colorado Springs (**4 Times**)
- Great Falls
- Lewis
- Nellis
- Pendleton (**2 Times**)
- Port Hueneme
- San Antonio (**3 Times**)
- San Diego (**Twice**)
- Tucson (**Twice**)

EUROPE/AFRICA

- Incirlik (**3 Times**)
- K-Town (**3 Times**)
- Rota
- Sigonella (**Twice**)

PACIFIC

- Japan (**Twice**)
- Misawa, Japan
- Okinawa



Sample Site Comments

Locations complimented by name in survey comments:

★
At Lewis, the staff has been exceptional in assisting our efforts. We routinely receive the highest customer services from the crew and staff. ★

★ The Warehouse team at Colorado Springs facility has made TSC much easier and less stressful. Thanks for all your help! ★

★ The DLA staff at Ft Jackson are very knowledgeable and are quite helpful. They are always going above and beyond to assist the customers. They are the epitome of true customer service. I want to thank them for their time. ★

★ The Fort Knox DRMO is very receptive to our needs. They are very knowledgeable and helpful. They deserve a multitude of kudos. Thank you. ★

★ We utilized Mechanicsburg. The staff could not have been nicer or more helpful. Provided guidance about how to palletize next time but did not turn us away... heard horror stories about others being turned away numerous times. ★

★ Outstanding Work received from DLA staff. ★

★ The staff at the MISAWA JP location is excellent and are always ready to help me get my job done. ★

★ Overall experience with Ft Jackson was great. The team was very helpful and made sure I was taken care of with the turn-in. ★

★ The Folks at Red River have been very helpful and courteous in all my dealings with them. They have made the transition to the new system much easier than it could have been. ★

★ Thanks for the great service the DRMO Kaiserslautern provide for all of our schools. Keep up the service. ★

★ I have been dealing with Eglin for my turn ins and the crew is great. They are very helpful, courteous and competent. ★



Other Comments ...

NEG

Do not like the new AMPS/ETID system. Forever having problems with it. Old system was fine. If it's not broke don't fix it!

NEU

Need more instruction on filling out the request for using the ETID service. Need more communication about problems with the system when there are issues, especially after the issues at

NEU

I am trying to get registered under this new site but unable to and would like some assistance in gaining access to the site.

POS

The LSN listing is very helpful with providing the appropriate FSCs - great idea!

POS

I just want to say you have very polite, well mannered, and very helpful personnel working for you. They will help me unload my equipment and always go out of their way to be nice. ... Their professional 'can do' attitude is really refreshing.

POS

Outstanding/Quality Service every time I have questions and or turn ins. A very professional team overall.

NEG

DLA Disp Svcs does not make you feel valued as a customer. The majority of the employees, especially at the sign-in desk are rude, arrogant and unprofessional.



SAME COMMON THEMES

- Training:
 - New systems
 - Paperwork and turn-in requirements
- Customer Wait Times:
 - Appointments
 - ETID approvals
 - Lines at sites
 - EDOCs copies
- Photos and Descriptions
 - Worse than ever – many said it is so vague it isn't worth the bother anymore



FINAL THOUGHTS

- No real surprises
- Lots of **RED** ... but due to RBI – this was expected
- Overall satisfaction remains **GREEN**
- Lots of room to improve!